



Cisco 9971 Desktop Phone Frequently Asked Questions (FAQ's) (November 1, 2010)

1. General

How do I reach emergency services?

You can reach emergency assistance by dialing 911 or by dialing 9 and then 911. Calls will go directly to the local Public Safety Answering Point (PSAP) and will advertise the street address of the building in which you are located.

After you call 911, if you are physically capable, call the HQ emergency number, notify them of your situation and confirm your location within the building. The HQ emergency number is pre-programmed into your phone and made obvious by a red label affixed to your phone. HQ Emergency Services are at extension 1616.

What if I call 911 by mistake?

Do not hang up! Let them know you dialed by mistake. Otherwise, a "hang-up" will be interpreted as a distress call, and Headquarters Security will be alerted. Security will call HQ IT Operations to determine the extension from which the call was placed and investigate further.

Why can't I see all the active calls on my phone?

When there are more calls than available session buttons on the phone, you can scroll using the Navigation pad to see them. Calls are sorted from oldest to newest, with the oldest call at the top of the list.

Why can't I find someone's name/number in the directory?

Only users who have a NASA HQ desktop phone will appear in the directory.

Can I prevent the people I call from seeing my phone number?

Caller ID/extension information is sent to inside extensions and this cannot be disabled. Currently, the full 10-digit number is displayed on Caller ID.



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Why am I seeing a spinning wheel and the text "Registering"?

These messages are sometimes displayed while your phone is being reset. It does not indicate a problem, and you do not need to do anything in response. Your phone is a computer and some configuration changes require it to be reset. This process usually takes a few seconds and should not happen frequently. If this does occur frequently, you should call the IT Help Desk at (202) 358-HELP (4357).

What happens if my computer crashes or if I take my laptop on travel?

Your desktop phone will continue to function normally. Your desktop phone is independent of your desktop computer and/or laptop

If data servers have an outage, will phone service be interrupted?

The phone servers are independent of the data file servers. To provide uninterrupted service, they have their own set of multiple redundant servers. In the event of a power outage, the servers at Headquarters are on the building's Uninterruptable Power Supply (UPS) system.

Are the desktop phones affected by heavy traffic?

No. The network has its own dedicated bandwidth, and does not share any throughput resources with the data network. The servers have nothing to do with the data servers.

How do I clean the display on my phone?

Before cleaning the phone display, disable the phone screen by pressing the **Select** button until you see the message "Touchscreen disabled." The phone screen will re-enable automatically after 60 seconds. To re-enable the phone screen manually after cleaning, press the **Select** button until you see the message "Touchscreen Enabled."



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Use only a soft , dry cloth to wipe the phone display. Do not use any liquids or powders on the phone because they can contaminate phone components and cause failures.

If a dry non-abrasive cloth will not remove the fingerprints or grime on the screen, call the IT Help Desk at 358-HELP (4357) and request a phone technician come to your desk. The technician will clean your phone with special chemicals that will not harm the display screen.

What happens to my phone when I have an office move?

Your desktop extension will move with you to your new office.

I have *two* passwords and a PIN, too?

Yes, that's right. The system allows you to access advanced features in two ways: directly from the desktop phone itself *and* from the Cisco Unified CM User Options Web site. Some security precautions are necessary in both cases.

- Voice Mail Password: The password you will undoubtedly use the most is your voice mail password, which you dial directly into your phone when prompted to do so.
- Unified CM User Options Web Site Password: A separate password is required to use the Cisco Unified CM User Options Web site to access and manage advanced functions online.
- Desktop Phone PIN: The PIN is 411

What if I forget one of my passwords or my PIN?

Call the IT Help Desk at 358-HELP (4357) or 1-866-4NASAHQ (462-7247). Do not send an e-mail requesting service, as this is not sufficient to verify your identity.



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Can I monitor another person's phone calls?

No. However, the Busy Lamp Feature (BLF) allows support personnel or others to determine if a designated phone extension is busy or idle.

2. Calls / Dialing / Buttons

How do I dial a number?

Just as you would with an ordinary phone; begin by either picking up the headset or by dialing the number and pressing the **Call** softkey. To call someone inside HQ, dial the extension (i.e., the last four digits: 1234) or the full seven digits of the phone number (i.e., 358-1234). To call someone outside of Headquarters: dial 9, the area code (if required), and then the phone number.

Does "0" reach "operator assistance"?

No. Operator assistance is not available.

Does "411" reach "information"?

Yes, but you must dial 9 to get an outside line and then dial 411.

How do I forward calls to another number?

There are two ways you can forward incoming calls:

- Directly from your desktop phone: Press **Forward All** and enter a destination phone number. When calls are successfully forwarded, you will see a different icon (a phone with an arrow above it) next to your phone number. To turn call forwarding off, again press **Forward Off**.
- Using the Cisco Unified CM User Options Web site: You can initiate call forwarding when you are out of the office by logging in to the Cisco Unified CM Options Web Site at <https://nhqvpub01/ccmuser/>



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Regardless of the method you use or where you are when you set up call forwarding, enter the destination phone number *as if you were dialing from within Headquarters*. Do not enter dashes, parentheses or spaces.

Specifically:

- You must include "9" to get an outside line. *Example:* 95551234
- You must also include "1" if the number is long distance.
Example: 913015551234
- Calls forwarded to locations *within* HQ require only the 4-digit extension. *Example:* 1234

How do I redirect an incoming call when I am on a call?

To redirect an incoming (ringing) call while on another call, use the Navigation pad to highlight the incoming call, and then press the **Divert** softkey. (Otherwise pressing the **Divert** softkey will redirect the current, active call.)

If I'm on a call, how can I silence the ringing of an incoming call?

You can silence the incoming (ringing) call by pressing the **Volume** button down once, and then let the incoming call go to voicemail.

How can I resume a call that is on hold?

To resume a call on hold, you can use any of the following methods:

- Press the pulsing green session button.
- Press the call session on the phone display
- Press the **Resume** softkey.
- Highlight the call by using the Navigation pad and press the **Select** softkey. Note that pressing the **Hold** button again does not resume the call.

What is the difference between the buttons on the left and those on the right of the screen?

Your phone has feature buttons on the left and call session buttons on the right. Use the feature buttons to access features (such as speed dial) or



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select a phone line. Use call session buttons to perform call-related tasks, such as making a new call, resuming a held call, or checking your voicemail.

Why do the softkeys keep changing?

Softkeys act on the selected (highlighted) call or menu item only. Which softkeys are displayed depends on the call or item you have selected.

What is the best way to look at calls when I have a shared line or multiple lines?

If you have a shared line or multiple lines, it is recommended that you use the All Calls feature to view calls. When you press the All Calls button, all calls for all your lines are listed on the phone screen in chronological order (oldest first).

Why does my call disappear after I accidentally press a button?

If you are on a call and press a button for another line, your line view will change. Your current call disappears from view and calls for the newly selected line are displayed. To redisplay the call you are on, select the line it is on or press All Calls.

How do I check missed calls on my phone?

To check missed calls on your phone:

1. Press the **Applications** button.
2. Select **Call History**. (Use the Navigation pad and Select button to scroll and select.)
3. Press the **Missed** softkey.

How do I connect two calls and then drop from the line myself?

When you are on an active call (not on hold), do the following:

1. Press the **Transfer** button and enter the transfer recipient's



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phone number in one of these ways:

- Press the session button of a held call.
- Enter the transfer recipient's phone number.
- Scroll to a Call History record and press the **Call** softkey.
- Press a speed-dial button.
- Press the **Speed Dial** softkey, enter a speed-dial number or highlight the number you want to call, and press the **Speed Dial** softkey again.
- Press the **Active Calls** softkey and select a held call. (The transfer completes immediately.)

2. Press the **Transfer** button again. (You do not have to wait for the recipient to answer to complete the transfer.)

What does the Swap softkey do?

The **Swap** softkey allows you to toggle between two calls before completing the transfer or creating a conference. This allows you to consult privately with the party or parties on each call before combining the calls into a conference.

Can I cancel a conference or transfer procedure after I have started it?

Yes, before completing a conference or transfer, you can press the **Release** button or **Cancel** softkey to cancel it.

How can I combine two calls on hold into a single conference call?

Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call, then:

1. Press the **Conference** button .
2. Press the line button for the other (held) call.

The conference begins. (The conference is established on the line that had the active call.)



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3. Voicemail

How do I access voicemail?

- From your desktop phone: Press the button with the envelope icon. You will be prompted to enter your password.
- From another desktop phone: Press the button with the envelope icon and press the "*" key when prompted to enter your password. You will then be prompted to enter your ID; enter the last four digits of your phone number and press the "#" key. You will then be prompted to enter your password.
- From a phone within the 202 area code: Dial 358-4786 (358-HQVM). When the automated voice answers, press the "*" key. You will then be prompted to enter your ID; enter the last four digits of your phone number and press the "#" key. You will then be prompted to enter your password.
- From a metropolitan DC phone outside the 202 area code: Dial 202-358-4786 (202-358-HQVM). When the automated voice answers, press the "*" key. You will then be prompted to enter your ID; enter the last four digits of your phone number and press the "#" key. You will then be prompted to enter your password.
- From a phone outside the metropolitan DC area: Dial 1-866-358-4786 (1-866-358-HQVM). When the automated voice answers, press the "*" key. You will then be prompted to enter your ID; enter the last four digits of your phone number and press the "#" key. You will then be prompted to enter your password.

How do I know what my voicemail password is?

As new phone user, you should have received a "new phone packet" with instructions on how to set up your voice mail and a generic, one-time use, initial password. You are required to change your password upon the initial login. If you have forgotten your voice mail password, call the IT Help Desk



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at 358-HELP (4357) or 1-866-4NASAHQ (462-7247). Do not send an e-mail requesting service, as this is not sufficient to verify your identity.

Is there a way to listen to a voice mail message as it is being left?

Yes. The Message Monitor feature allows you to listen to an incoming voice mail *while a caller is leaving the message*. You will see a display on the phone which prompts you to either "take the call", "ask the caller if he/she wants to speak to the user", or "allow the caller to leave a voice mail". This feature is automatically enabled on all single-line phones.

Users of multi-line phones may activate this feature as follows: *(This is only necessary for users of multi-line phones.)*

1. Access your HQ voice mailbox as you normally would to retrieve messages.
2. After the main menu prompt, press 4 (*Setup Options*).
3. Press 3 (*Personal Settings*).
4. Press 6 (*Message Monitor*).
5. Press 1 (*Turn ON*). The Message Monitor feature should now be activated.

How do I deactivate the Message Monitor feature?

To deactivate the Message Monitor feature, follow these steps:

1. Access your HQ voice mailbox as you normally would to retrieve messages.
2. After the main menu prompt, press 4 (*Setup Options*).
3. Press 3 (*Personal Settings*).
4. Press 6 (*Message Monitor*).
5. Press 2 (*Turn OFF*). The Message Monitor feature should now be deactivated.

Can I scan voice mail messages on the phone's display?

Yes. On your phone's display, you can view a list of the phone numbers and



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timestamp associated with any voice mail messages that have been left for you.

1. Login to your voice mailbox from your desktop phone.
2. After the main menu prompt, press 5 (*Find Message*).
3. Press 4 to view new messages on your phone's display.
 - OR –
 - Press 5 to view all (new and saved) messages.
4. Once the message has been selected, simply follow the same steps as you normally would to save or delete a voice mail message.

If interrupted, can I resume listening to my voice mail messages where I left off?

Yes. If you get disconnected while you are retrieving messages and you quickly dial into voicemail again, your messages will not repeat from the beginning. Instead, they will begin playing from the precise moment when your call was dropped. This is particularly handy if you use a cell phone that often drops calls. By default, this setting allows you a 5 minute "grace period", but this can be adjusted to up to 30 minutes upon request. To request an adjustment, call the IT Help Desk at 358-HELP (4357).

4. Applications / Accessories

Can I change the background on my phone?

Yes. There is a collection of backgrounds you can choose from. Select **Applications > Preferences > Wallpaper**" to select the image you want.

Can I have a blank screen as a background?

Yes. If you wish, you can select a "blank" background along with several other single color screens as your display background rather than any of the stock graphics. These options may be added and updated.

Can I import my graphic file to use as the background on the phone's display?



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No, not at this time.

Can I change the ring tones?

Yes. Select "**Applications > Preferences > Ringtone**" to set the ring tone. You can set a default ring tone for all numbers on the phone and an individual ring tone for each line on the phone. (Most phones only have a single line.)

How do I access advanced features?

The system allows you to access advanced features, such as Personal Address Book and Personal Fast Dials, in two ways:

- Directly from your desktop phone: Press the **Applications** button, then press the **Personal Address Book** on the touchscreen. Select "Log On". Dial the numerals that correspond to your username, followed by the PIN of **411**. If you choose not to log off at night, you will remain logged in unless your phone is unplugged or reset due to maintenance work.
- Using the Cisco Unified CM User Options Web site: You can access advanced features by logging in to the Cisco Unified CM Options Web Site at <https://nhqvpub01/ccmuser/>

What is the Busy Lamp Feature?

The Busy Lamp Feature (BLF) allows support personnel or others to determine if a designated phone extension is busy or idle. The BLF feature does *not* make it possible to answer another person's phone or monitor calls on their line. If this feature is activated, pressing the BLF button will also dial that specific extension. You can do a "supervised transfer" by staying on the phone and announcing the call to the second user; or you can do a "blind transfer" by pressing the BLF button and then hanging up. In either case, as soon as you hang up your phone, the call will automatically be transferred to the second user.



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How do I choose a different language for my phone's display?

Call the IT Help Desk at 358-HELP (4357) to request a language other than English. Your phone's display can be configured to use any of the following languages: Arabic, Bulgarian, Catalan, Chinese, Croatian, Czech, Danish, Dutch, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Thai, and Turkish.

How do I exit from a running application?

To exit from a running applications you must:

1. Press the **Applications** button.
2. Select **Running Applications**.
3. Select a running application and press the **Close App** softkey to close the application.
4. When prompted, save your changes.
5. Press the **Exit** softkey end the running application.
6. If you do not exit a running application, it will persist in the background.

5. Cisco Unified CM User Options Web Site

What is Cisco Unified CM User Options Web site?

Cisco Unified CM User Options Web site is a phone customization Web site that allows you to access advanced features, forward your calls to another location, add/edit speed dials, or change features.

How do I know what my Cisco Unified CM User Options Web site password is?

As a new phone user, you should have received a "new phone packet" with instructions on how to access the Cisco Unified CM User Options Web site to customize your desktop phone. This included a generic, one-time use, initial password. You are required to change your password upon your initial login.



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If you have forgotten your Cisco Unified CM User Options Web site password, call the IT Help Desk at 358-HELP (4357) or 1-866-4NASAHQ (462-7247). Do not send an e-mail requesting service, as this is not sufficient to verify your identity.

6. Getting Help

Is training available?

Yes. Classroom training is available upon request. Individual desk-side assistance is also available by appointment. Contact the Computer Training Center at ctc@hq.nasa.gov or call 202-358-1111 to make arrangements.

What should I do if something is not working correctly?

Contact the IT Help Desk at 358-HELP (4357), 1-866-4NASAHQ (462-7247), or send an e-mail to service@hq.nasa.gov.